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| Please complete and return this application form to: |
| The Monitoring Officer, Concern Worldwide, 47 Frederick Street, Belfast, BT1 2LW |
| OR upload to the relevant job application on www.concern.net/jobs |
| OR email to ukhrenquiries@concern.net |
| Please note: CVs <u>will not</u> be accepted |

Information pack for candidates for the post of:
Retail Development Manager, Concern Worldwide (Northern Ireland), 47 Frederick Street, Belfast, BT1 2LW

Dear Applicant,

Please find enclosed an application pack for the above post, which contains the following items:

- Section 1: Background to Concern Worldwide and the post
- Section 2: Job Description
- Section 3: Essential and Enhanced Criteria
- Section 4: Vacancy Application Form
- Section 5: Job Competency Form
- Section 6: Monitoring Form
- Section 7: Returning your Application

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY

1. Your application pack contains information about Concern Worldwide, the job vacancy and the person required. You should read these carefully to ensure that the job and conditions are suitable.
2. You must complete sections 4 and 5 accurately and return them to Concern Worldwide by the date and time indicated below. You are also asked to complete a monitoring form (section 6).
3. **It is your responsibility to ensure that sufficient information is provided to enable a short listing panel to assess your suitability for this post.**

Please show clearly in your application how you meet the essential and enhanced criteria.

4. Applications, CVs and attached sheets:
 - Applications must be printed out, signed and posted to Concern Worldwide at the above address **OR** fully completed applications can be uploaded to the relevant job application page on our website at www.concern.net **OR** emailed to ukhrenquiries@concern.net
 - **CVs will not be accepted – only applications submitted on this form will be considered.**
 - Additional sheets will only be considered if they are a continuation of a section of the application form where there is insufficient room to include all the necessary details.
5. It is the responsibility of the applicant to ensure that sections 4, 5 and 6 are completed and returned by **9th February 2025**.
6. Under section 8 of the Asylum and Immigration Act 1996, all successful applicants must provide documentary evidence of their identity for verification and photocopying.

Thank you for your interest in Concern Worldwide

Yours sincerely

Jackie Trainor
Director of Concern Worldwide, Northern Ireland

WHO WE ARE

Extreme geographies. Extreme climate challenges. Extreme crises. Nothing will stop Concern fighting extreme poverty. Our teams on the ground are working together with people living in the most difficult situations, to bring about lasting change to lives, livelihoods and communities.

We provide life-saving and life-changing support to communities around the world who are most vulnerable to crises. From rapid emergency response to our innovative programming in health and nutrition, livelihoods and education, we go to the hardest to reach places to make sure that no-one is left behind

OUR VISION FOR CHANGE

We believe in a world where no one lives in poverty, fear or oppression; where all have access to a decent standard of living and the opportunities and choices essential to a long, healthy and creative life; a world where everyone is treated with dignity and respect.

OUR MISSION

Our mission is to permanently transform the lives of people living in extreme poverty, tackling its root causes and building resilience.

SECTION 2: JOB DESCRIPTION

Post Title:

Retail Development Manager (Full time - 35 hours per week)

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|------------------------|--|
| Employer: | Concern Worldwide (UK) |
| Reports to: | Director of Concern Worldwide, Northern Ireland |
| Direct reports: | <ul style="list-style-type: none">- 1x Retail Development Support Manager- 5x Shop Managers- 5x Assistant Shop Managers- Volunteers (circa 150) |
| Based At: | Belfast |
| Start date: | As soon as possible following appointment |

OVERALL PURPOSE OF THE JOB:

We are seeking an innovative and highly motivated Retail Development Manager to lead and transform our charity retail operations across Northern Ireland. The role focuses on driving sustainable growth, optimising return on investment (ROI), and increasing community engagement. Reporting to the Northern Ireland Director, you will oversee all aspects of retail operations, including strategic development, budgeting, property management, and team leadership. Collaborating with communications and fundraising teams, you will maximise income and engagement opportunities while ensuring equality, diversity, and inclusion underpin the retail strategy.

Key Responsibilities:

Retail Strategy and Growth

- Develop and implement a forward-thinking retail strategy to grow the shop portfolio and maximise net income.
- Lead the creation and execution of annual retail plans aligned with wider Concern UK goals.
- Identify opportunities for development and expansion, including new shop locations, e-commerce, and retail partnerships.
- Ensure compliance with charity retail regulations and best practices.
- Contribute to the wider NI & UK fundraising management team activity.
- Monitor market trends and competitor activity to ensure the portfolio remains competitive, and relevant.

Financial Management and ROI

- Plan, set, monitor and manage the annual retail income and expenditure budget, ensuring that the appropriate resources, systems, processes, and policies are in place to meet targets and grow income year on year.
- Prepare and present retail financial reports for senior leadership and board meetings.
- Analyse shop performance and implement cost-effective measures to optimise profitability.
- Analyse financial expenditure and take corrective cost-effective actions as necessary to meet budgetary targets.

- Oversee Gift Aid compliance, claims, and reporting in line with HMRC guidelines.
- Manage all retail expense transactions to ensure accurate and timely payment processing and ensuring Concern's financial policies and guidelines are followed.
- Monitor charity retail developments and evaluate performance to recommend and implement improvements to achieve maximum return investment.

Team Leadership

- Inspire and manage staff and volunteers to create a high-performing, motivated team.
- Conduct regular performance reviews, provide training and development opportunities, to ensure a high performing and motivated team.
- Ensure compliance with employment regulations, health and safety, and safeguarding practices.
- Recruit and support volunteers to ensure efficient shop operations.
- Ensure all shops have an up-to-date set of procedures manuals, and all outlets comply with relevant legislation and good practice.
- Work closely with the HR team to ensure staff wellbeing and enhance key retail relationships within the retail operation, CNI and CUK.
- Ensure that appropriate communication and feedback mechanisms are in place for staff and volunteers to engage with, and to encourage contribution.
- Contribute to monthly team meetings, updating Concern NI & UK colleagues on retail activity.
- Collaborate with other departments as necessary, to assist with the implementation of shared team fundraising and retail objectives. Ensure that all opportunities to maximise income are explored and realised.
- Represent the retail team at CNI Trustee meetings where appropriate and report on performance for the review period.
- Develop good working relationships with external bodies, suppliers, charities and voluntary organisations.

Community Engagement & Brand Development

- Collaborate with communications and fundraising teams to enhance local community support.
- Develop and deliver innovative campaigns and events to increase footfall and donations.
- Promote the charity's brand through impactful retail initiatives.

Property Management

- Oversee the leasing, maintenance, and refurbishment of retail properties.
- Ensure compliance with health and safety regulations and other legal requirements.
- Negotiate contracts and agreements with landlords and suppliers to secure favourable terms.
- Lead expansion projects, including site sourcing, preparation of business cases, lease negotiation, shop fit-outs, and staff and volunteer recruitment and training.
- Liaise with the Head of Facilities Management in Dublin, in respect of ongoing property management including maintaining and updating the existing property database of leases, and monitoring expiry dates, break notices, rent reviews and other relevant matters with all retail units.
- Ensure that appropriate practices, checks, and risk assessments are maintained to comply with regulatory standards.

Innovation and Continuous Improvement

- Implement new technologies and practices to improve efficiency and customer experience.
- Monitor key performance indicators (KPIs) to drive continuous improvement.
- Pilot innovative initiatives to expand Concern's retail offering.

Other

- Represent Concern at sector events and with external stakeholders.
- Contribute to organisational updates, reports, and fundraising objectives.
- Perform additional duties as required, aligned with the scope of the role.

Person Specification

- Proven experience in senior retail management, including strategy and operational leadership.
- Strong financial acumen with experience in budgeting, income analysis, and cost control.
- Demonstrated ability to lead and develop diverse teams, including volunteers.
- Strong communication, negotiation, and relationship-building skills.
- Familiarity with charity retail operations, regulations, and best practices.
- Ability to manage multiple priorities in a fast-paced environment.
- Flexible approach with a willingness to travel regionally as required.

CONDITIONS OF APPOINTMENT

Salary: £45,356 - £50,395 per annum (GB7). Pension scheme is available.

This is a **permanent, full time** post. The normal full-time working week is 35 hours.

The successful post holder will be required to complete a Basic AccessNI check and sign a criminal records self-declaration form.

Appointment will be subject to a **six-month** probationary period

Full driver's license and access to your own transport is essential for this role.

Occasional travel to Concern offices in London and Dublin is also required including occasional overnight stays.

Concern disclaimer

Safeguarding at Concern: Code of Conduct and its Associated Policies

Concern has an organisational Code of Conduct (CCoC) with three Associated Policies; the Programme Participant Protection Policy (P4), the Child Safeguarding Policy and the Anti-Trafficking in Persons Policy. These have been developed to ensure the maximum protection of programme participants from exploitation, and to clarify the responsibilities of Concern staff, consultants, visitors to the programme and partner organisation, and the standards of behaviour expected of them. In this context, staff have a responsibility to the organisation to strive for, and maintain, the highest standards in the day-to-day conduct in their workplace in accordance with Concern's core values and mission. Any candidate offered a job with Concern Worldwide will be expected to sign the Concern Staff Code of Conduct and Associated Policies as an appendix to their contract of employment. By signing the Concern Code of Conduct, candidates acknowledge that they have understood the content of both the Concern Code of Conduct and the Associated Policies and agree to conduct themselves in accordance with the provisions of these policies. Additionally, Concern is committed to the safeguarding and protection of vulnerable adults and children in our work. We will do everything possible to ensure that only those who are suitable to work or volunteer with vulnerable adults and children are recruited by us for such roles. Subsequently, working or volunteering with Concern is subject to a range of vetting checks, including criminal background checking.

Equal Opportunities

Concern Worldwide is an equal opportunities employer.

Data Protection

Information that you submit through this Site may be transferred to Concern offices outside of the European Economic Area. Concern respects your privacy, and has security procedures in place to protect your data at all times. Please see the links below leading to our Privacy Statement and Terms and Conditions for more details.

Your Personal Data – Fair Processing Notice

During this job application, you will provide Concern with your personal data. Concern takes its responsibilities towards this personal data very seriously and is committed to complying with all relevant data protection legislation. Concern uses this information to consider your suitability for this position and may contact you to call you for an interview. Your data may be shared internally to consider this application. Concern will not use your data for any purpose other than assessing your suitability for filling a vacancy with Concern. If Concern determines you are not best suited to the role you have applied for, but there is another role which may interest you, Concern may contact you in relation to that role. If you do not want Concern to contact you in relation to other roles please let us know. Concern will store your data securely. Your Concern applicant profile will be deleted automatically after 18 months of inactivity. You may request Concern delete your profile at any time by contacting your recruitment contact person or dpo@concern.net

You have the right to access data held by Concern about you at any time. Under certain circumstances, you have the right to have all data held by Concern about you erased. You have the right to have incorrect or incomplete data rectified and to have processing restricted. You have the right to complain to the Office of the Data Protection Commissioner if you feel Concern has acted inappropriately in relation to the collection or processing of your personal data. For more information in exercising these rights please contact your HR focal person or dpo@concern.net.

If you are not satisfied that the processing of your personal data above be carried out by Concern, please do not apply for this position.

Submitting an Application

By submitting an application to Concern via this Site, you thereby certify that you have not knowingly withheld any information that might adversely affect your chances for employment and that the information you have provided is, to the best of your knowledge, true, complete and accurate. You further certify that you have personally completed any application submitted in your name. You understand that any omission or misstatement of material fact on any application or on any document used to secure employment shall be grounds for rejection of such application or for immediate discharge if you are employed, regardless of the time elapsed before discovery

Concern does not guarantee the availability of any job advertised on the Site and will not be responsible should Concern have filled a vacancy at any time prior to the removal of the advertisement from the Site.

Policy on Preventing Diversion of Organisational Resources

Concern receives a substantial amount of funding from external donors each year. Increasingly donors are introducing requirements whereby future funding is conditional on Concern ensuring that the names of any new employee or volunteer do not appear on watch lists of suspected terrorists maintained by international organisations. These include:

- The European Union (List of person, groups and entities to which Regulation EC No. 2580/2001 applies;
- The US Government (Office of Foreign Assets Control list of specially designated Nationals and Blocked Persons); and
- The United Nations (Consolidated List)

In some circumstances, an offer of employment (either paid or voluntary) with Concern Worldwide will only be made once a clearance check against these lists has been conducted. Any such checks will be done in full compliance with the appropriate Data Protection legislation. For additional information please consult our web site or contact the Human Resource Division in our Head Office. By submitting a formal application to Concern for paid or voluntary employment, you agree to Concern carrying out a clearance check as outlined above. Please be aware that Concern will not proceed with your application should your name appear on any of the aforementioned lists.

In certain circumstances, donors may request that personal data relating to employees to work on the activities that they fund be provided directly to them - so that they can perform their own counter terrorism checks. This may involve transferring some basic personal data outside the EEA. It will be a condition of your employment contract that Concern be allowed to share this information with institutional donors for these purposes. Concern will ensure that the institutional donor has appropriate safeguards are in place to protect your data from unauthorized access or use. Concern will not comply with such requests without first seeking the employees' agreement. Where such agreement is withheld, Concern may however not be able to employ (or continue to employ), the individual concerned.

For additional information please consult our web site or contact the Human Resource Division in our Head Office.

You have certain rights under data protection legislation. For more information on how to exercise those rights please visit <https://www.concern.org.uk/privacy-statement>

Concern Worldwide is an equal opportunities employer and welcomes applications from all sections of the community.

SECTION 3: ESSENTIAL CRITERIA

- Proven track record in retail management experience
- Ability to develop and implement retail strategies that drive growth and profitability
- Experience in leading, managing, and motivating a diverse team of staff and volunteers.
- Proficiency in budgeting, financial management, and reporting.
- Experience of stock acquisition, merchandising, inventory control to maximise sales.
- Commitment to delivering high standards of customer service and enhancing the donor experience.
- Understanding of health and safety regulations, trading standards, and other legal requirements to retail operations.
- Competence in using retail management systems and standard office software, including Word, Excel and email.
- Excellent interpersonal skills, capable to engaging with a wide range of stakeholders.
- Strong analytical and problem-solving skills.
- Self-motivated with the ability to work independently and as part of a team.

ENHANCED SHORT-LISTING CRITERIA

Concern will short-list only those candidates who appear from the information provided, to meet the essential requirements of this post, and may, in some circumstances, rely on enhanced criteria for shortlisting purposes.

Enhanced criteria:

- Experience of working in the charitable retail sector.
- Familiarity with online sales platforms and strategies to expand retail operations digitally.
- Ability to develop and execute marketing initiatives to promote retail activity.
- Experience in recruiting, training, and retaining volunteers.

So, for example, if a prohibitively high number of candidates meet the minimum shortlisting criteria, those who can demonstrate the enhanced criteria will be shortlisted.

PLEASE NOTE:

It is essential that applicants fully describe in the application form how they meet the experience and qualities sought. It is not appropriate simply to list the various posts that have been held. Assumptions will not be made from the title of posting(s) as to the skills and experience that may or may not have been gained.

- Please **type** or write clearly in **black ink** in **block capitals**
- All information will be treated in confidence and will be used by Concern Worldwide to assess your suitability for the post
- Candidates will be short listed on the basis of information contained in this application and checklist

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| Post Applied for: | | |
| Reference: | | |
| Closing Date: | | |
| Where did you see post advertised? | | |
| PERSONAL INFORMATION | | |
| Family Name: | | |
| Forename(s): | | |
| Address: | | |
| | | |
| | | |
| | | Postcode: |
| Day Tel: | | |
| Evening Tel: | | |
| Mobile Tel: | | |
| Email: | | |
| National Insurance No: | | |

| QUALIFICATIONS AND TRAINING | | |
|---|----------------|-----------------------|
| Type of Exam (GCSE, NVQ, A Level, Degree etc.) | Subject | Grade / Result |
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EMPLOYMENT HISTORY

| | | | |
|-----------------------------|---------------------------------------|--|----------------------------|
| Present employer | | | |
| Dates of Employment: | Name & Address of Employer | Job Title and summary of main duties and responsibilities | Reasons for leaving |
| From: | | | |
| To: | | | |
| Current Salary: | | Current Notice Required: | |

| | | | |
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| Previous Employment | | | |
| Dates of Employment: | Name & Address of Employer | Job Title and summary of main duties and responsibilities | Reasons for leaving |
| From: | | | |
| To: | | | |
| From: | | | |
| To: | | | |

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| Previous Employment <i>continued</i> | | | |
| Dates of Employment: | Name & Address of Employer | Job Title and summary of main duties and responsibilities | Reasons for leaving |
| From: | | | |
| To: | | | |

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| From: | | | |
| To: | | | |

REFERENCES

All offers of employment are subject to receipt of satisfactory references. Please provide the names, telephone numbers, addresses and email addresses of two referees, one of whom should be your present or most recent employer/line manager, and one who knows/has known you in a work capacity and can comment on your suitability for this post.

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| First Referee: | | Second Referee: | |
| Name: | | Name: | |
| Address: | | Address: | |
| | | | |
| | | | |
| Postcode: | | Postcode: | |
| Tel: | | Tel: | |
| Email: | | Email: | |
| Occupation: | | Occupation: | |
| Relationship to you: | | Relationship to you: | |

DECLARATION

I declare that the information on this form and any attachments is correct and complete.
 I understand that to withhold, falsify or omit any relevant material fact(s) will lead to disciplinary action, including dismissal in the case of a successful applicant. I authorise the verification of any or all of the information listed on this form and any attachments.

| | | | |
|-------------------|--|--------------|--|
| Signature: | | Date: | |
|-------------------|--|--------------|--|

If you are submitting your application online or by email please print your name in the signature box.

SECTION 5: JOB COMPETENCIES

Short listing Criteria - Job Competencies

Concern Worldwide (UK) will shortlist for interview only those applicants who appear from the available information to be the most suitable candidates for the post in terms of relevant skills, experience and ability.

It is therefore essential that applicants fully describe how they meet each particular requirement, including relevant timescale/duration (i.e. provide dates), of the person specification and possible Enhanced Short-listing Criteria as provided in Section 3 of this document.

To meet the short-listing criteria, applicants must demonstrate experience and competency in the following areas:

1. Proven experience in senior retail management, including strategy and operational leadership.

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(Max 400 words)

2. Strong financial acumen with experience in budgeting, income analysis, and cost control.

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(Max 400 words)

3. Demonstrated ability to lead and develop diverse teams, including volunteers

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(Max 400 words)

4. Strong communication, negotiation, and relationship-building skills

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(Max 400 words)

5. Familiarity with charity retail operations, regulations, and best practices

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(Max 400 words)

6. Ability to manage multiple priorities in a fast-paced environment.

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(Max 400 words)

7. Flexible approach with a willingness to travel regionally as required

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(Max 400 words)

Enhanced criteria:

1. Experience of working in the charitable retail sector.

(Max 400 words)

Enhanced criteria:

2. Familiarity with online sales platforms and strategies to expand retail operations digitally.

(Max 400 words)

Enhanced criteria:

3. Ability to develop and execute marketing initiatives to promote retail activity.

(Max 400 words)

Enhanced criteria:

- 4. Experience in recruiting, training, and retaining volunteers.

(Max 400 words)

SECTION 6: EQUAL OPPORTUNITY RECRUITMENT MONITORING FORM: SM-BEL: 21

Concern Worldwide (UK) is committed to promoting equality, diversity and an inclusive and supportive environment for staff and volunteers.

In particular Concern Worldwide will seek to ensure that people are treated equitably regardless of their gender, race, ethnic background, age, disability, socio-economic background, religious or political beliefs and affiliations, marital status, sexual orientation or other inappropriate distinction.

The information collected will be used for monitoring purposes under the terms of the Data Protection Act 1998.

Introduction:

We monitor the community background and sex of our job applicants and employees in order to demonstrate our commitment to promoting equality of opportunity in employment and to comply with our duties under the Fair Employment & Treatment (NI) Order 1998.

You are not obliged to answer the questions on this form and you will not suffer any penalty if you choose not to do so. Nevertheless, we encourage you to answer these questions. Your answers will be used by us to prepare and submit a monitoring return to the Equality Commission, but your identity will be kept anonymous. In all other regards your answers will be treated with the strictest confidence. We assure you that your answers will not be used by us to make any decisions affecting you, whether in a recruitment exercise or during the course of any employment with us.

Community Background:

Regardless of whether they actually practice a religion, most people in Northern Ireland are perceived to be members of either the Protestant or Roman Catholic communities.

Please indicate the community to which you belong by ticking the appropriate box below:

a member of the Protestant community:

a member of the Roman Catholic community:

not a member of either the Protestant or the Roman olic communities:

If you do not answer the above question, we are encouraged to use the residuary method of making a determination, which means that we can make a determination as to your community background on the basis of the personal information supplied by you in your application form/personnel file.

Sex: Please indicate your sex by ticking the appropriate box below:

Male:

Female:

Note: If you answer this questionnaire you are obliged to do so truthfully as it is a criminal offence under the Fair Employment (Monitoring) Regulations (NI) 1999 to knowingly give false answers to these questions.

Thank you for your cooperation in completing this form.

SECTION 7: RETURNING YOUR APPLICATION

IF YOU ARE RETURNING YOUR APPLICATION FORM BY POST:

Please place this Monitoring Form (Section 6) in a separate envelope marked **Monitoring Form** and return with completed Sections 4 and 5 to:

The Monitoring Officer, Concern Worldwide, 47 Frederick Street, Belfast, BT1 2LW

This Monitoring Form (Section 6) will be kept separate from Sections 4 and 5 and kept confidential. It will only be used for monitoring purposes and will not be used or seen by the short-listing or interview panel.

IF YOU ARE RETURNING YOUR APPLICATION FORM VIA OUR WEBSITE OR BY EMAIL:

NB Please return **ALL** pages as one document.

If you are returning your application via our website, please upload your complete application document to the relevant job application page at www.concern.net. If you are returning your application by email please send your complete application document to ukhrenquiries@concern.net. This Monitoring Form (Section 6) will be detached from Sections 4 and 5 and kept confidential. It will only be used for monitoring purposes and will not be used or seen by the short-listing or interview panel.

ALL APPLICATIONS MUST BE RECEIVED BY: 9th February 2025

- Late applications will not be considered
- Applications that are not fully completed will not be considered
- CVs will not be considered

INTERVIEWS ARE SCHEDULED TO TAKE PLACE ON: w/c 17th February 2025

If you have any queries about anything in this information pack please contact:

Concern Worldwide
47 Frederick Street
Belfast
BT1 2LW

Telephone: 028 9033 1100